**Instructions for an open tendering for the supply, implementation and technical support of the ITSM system.**

Software Vendors, Partners, Subcontractors, as well as joint ventures (Joint Venture) from Vendors + Vendor Partners can participate in this competition to share responsibilities and duties in the competition, as well as to confirm the qualifications of Potential Suppliers.

Qualification for compliance with the qualification requirements of the competition can only be passed (confirmed) by Vendors, official Partners of software vendors with whom contracts between Vendors / Partners / Vendors + Partners have been concluded.

The experience and reference of subcontractors will not be considered for qualifying.

1. **Tender Stages**

The tender consists of the following stages:

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| **№** | **Task** | **Dates** | **Responsible** | **Note** |
| **Этап 1** | | | | |
| 1 | Submission of commercial offers and documents. | 05.04.2022 – 24.04.2022 | Prospective Provider | All the necessary documents must be provided (see below the list of documents). |
| 2 | Questions from potential suppliers/KGC answers | 05.04.2022 – 24.04.2022 | Prospective Provider,  Сustomer | Questions related to the tender and technical requirements must be sent in writing to itsm@kumtor.kg |
| 3 | * Review and clarification of Commercial Offers * Demo of solution functionality * Interview of qualification of human resources for implementation and technical support | 25.04.2022 –  22.05.2022 | Сustomer |  |
| 4 | * PoC (Proof of Concept) * Analysis of PoC results and updating of commercial offers | 23.05.2022 – 22.06.2022 | Prospective Providers of Short List | Document «PoC\_ITSM\_En.doc» |
| 5 | Selection of a successful bidder | 22.06.2022 –01.07.2022 | Сustomer |  |

1. **List of documents required**

Listed below are the documents required to participate in the tender. These documents shall be submitted until 12.00 a.m. (UTC +6) on April 24, 2022. Companies that submit an incomplete or late submission will not be invited to take part in the tender process.

No costs incurred by the tenderer in preparing and submitting the tender are reimbursable. All such costs will be borne by the tenderer.

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| **№** | **Requirement** | **Documents for confirmation** | **Note** |
| 1 | Description of the proposed solution | Description of the proposed solution or proposed solutions, according to the technical requirements submitted. | A **full description must be provided**: functional and technical specifications for all structures, modules, systems, applied solutions. |
| 2 | The company must be a legal entity and have no tax liabilities. | Scanned copies of constituent documents of the legal entity;  Asset statement;  Taxpayer Identification Number and Certification and Tax Clearance (at the beginning of the tender procedure) Certificate/Statement/Confirmation | Required Documents |
| 3 | Availability of authorization for the sale and implementation of the ITSM system on the territory of the Kyrgyz Republic | Confirmation letter from the manufacturer/author on the right to sublicense the rights to use the software and provide design, implementation and technical support services on the territory of the Kyrgyz Republic. | Mandatory Document |
| 4 | Confirmation of partnership status from the Vendor if the tenderer is a partner | Letter of confirmation (or certificate) from the manufacturer (author) of the software about the status of the partnership. | Mandatory Document (if partnership) |
| 5 | A scan of the joint partnership agreement signed by the parties, if Joint Venture is submitted to the competition | Scan of the agreement on joint activities, cooperation / (Joint Venture) | Mandatory Document (if Joint Venture) |
| 6 | Non Disclosure Agreement (NDA) | Non Disclosure Agreement signed and sealed. A seal is required. (The Form is provided by Kumtor). | Mandatory Document |
| 7 | Experience and competence in providing the service | Describe previous experiences, examples. It is also necessary to provide at least 3 reference letters from Customers (companies using the software). | Mandatory Document |
| 8 | Level of availability by systems, components, modules (SLA). | Service Level Agreement. (Service availability, response time, consultation, fault tolerance и т.д.) | Mandatory Document |
| 9 | Composition of the expertise center - availability of technical support specialists | A list of the expertise center specialists, scanned copies of certificates and CVs.  The list should indicate the number of specialists for implementation (PM, architect, developer, tester, etc). | Mandatory Document |

1. **Requirements for a Commercial Offer (CO)**

A commercial offer must be submitted along with the documents. Please carefully review and provide all the information below.

* 1. Solution total cost for 5 years:
     1. License cost - the cost of a license per user/employee and for all users/employees, the cost of the On-Prem product.
     2. Hardware sizing by environments (dev, test, preprod, prod):
     3. Implementation cost: by stages and total
     4. Support cost – for 1 and 5 years.
     5. Cost of documenation.
     6. Cost of travel allowance - per person per day and total.
     7. Cost of integrations - in the context of modules, time and specialists.
     8. Cost of user training and local center of expertise.
  2. Solution architecture (logical structure of the application, broken down into modules; functional architecture; application integration scenarios; system deployment scheme in a fault-tolerant architecture, broken down by environments - development, test, preprod, prod)
  3. Implementation plan:
     1. Timeline
     2. Dates and resources by milestones
  4. Human resources for implementation required by the customer (KGC).

1. **Terms of Reference**

The requirements are provided in the following files:

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| **#** | **Description** | **File** |
| 1 | Terms of Reference for the ITSM system | 1.Termsofreference\_ITSM.pdf |
| 2 | Proof of Concept for the ITSM system | 2. PoC\_ITSM \_en.doc |